INSTRUCTION SERVICE A LA CLIENTELE
CUSTOMER SERVICE INSTRUCTION

DOSSIER DE PRE-EVALUATION EN VUE DE LA QUALIFICATION DES CENTRES DE REVISION / REPARATION
PRE-ASSESSMENT FILE INTENDED FOR THE EC AUTHORIZATION OF OVERHAUL / REPAIR CENTERS

Synthèse /*Summary* **:**

Ce document contient le dossier utilisé pour l'évaluation préliminaire en vue de la qualification par EUROCOPTER des centres de révision / réparation.

This document contains the file to be used for a preliminary evaluation intended for the authorization by EUROCOPTER of overhaul / repair centers.

Langue de référence : Français
Reference language **:** *French*

La version en langue de référence fait foi en cas de litige
The version in the reference language prevails in case of dispute.

Date d'application / *Date of application* **: 05/2000**

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Responsables techniques		Responsable de Domaine
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TABLEAU D'EVOLUTION / MODIFICATION TABLE

Indice / Issue	*Date*	*Pages modifiées Modified pages*	*Synthèse des modifications Summary of modifications*
A	05/2000	Toutes *All*	Document nouveau – Remplace partiellement FSNP-01-02. *New document – Partially supersedes FSNP-01-02*

DOCUMENTS LIES / ASSOCIATED DOCUMENTS

EP-19-30 : EUROCOPTER Authorization of overhaul and repair centers.
EI050-19-031 : EUROCOPTER's requirements for the qualification of the overhaul / repair centers performing 3rd level maintenance (EUROCOPTER products)

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1. OBJET / PURPOSE

Le dossier de pré-évaluation a pour but de permettre l'analyse préliminaire de recevabilité de la candidature d'un centre de révision / réparation et de valider sur le principe la mise en place de celui-ci, notamment en démontrant :

The preliminary evaluation file allows EUROCOPTER to make a first analysis of admissibility when an Overhaul / Repair center applies for EC authorization and then to validate, on the principle, the set-up of the center, in particular by demonstrating that the applicant's project is :

- l'intérêt du projet pour le marché ainsi que pour EUROCOPTER ,
- la viabilité économique du projet du demandeur dans le respect des exigences EUROCOPTER.

- *beneficial to the market and to EUROCOPTER,*
- *economically viable with regard to EUROCOPTER's requirements.*

La pré-évaluation concerne :

The preliminary evaluation covers :

- l'organisme demandeur,
- son environnement,
- ses moyens,
- ses compétences.

- *the applying center,*
- *its environment,*
- *its facilities,*
- *its technical skill.*

IMPORTANT :

IMPORTANT NOTE :

Dans le cadre de la démarche de qualification, le dossier d'évaluation préliminaire revêt un caractère probatoire. Un avis favorable d'EUROCOPTER est indispensable pour poursuivre la procédure de qualification.

In the course of the authorization process, the preliminary evaluation is a probative stage. Before continuing the process, EUROCOPTER's agreement must be obtained.

Cet avis sera formulé après examen du dossier par les composantes commerciales, techniques et qualité du Service à la Clientèle.

This agreement will be given by the commercial, technical and quality control representatives of EUROCOPTER's Customer Service, after examination of the file.

2. FICHES D'EVALUATION PRELIMINAIRE / PRELIMINARY EVALUATION SHEETS

Voir fiches en annexe.

See appended sheets.

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EVALUATION TECHNIQUE / QUALITE

SOCIETE : .....

ADRESSE : .....

.....

.....

CERTIFICATIONS / AGREMENTS DETENUS PAR LE CENTRE CANDIDAT

Intitulé	Certifié par :	N° certificat	Validité	Domaine d'activités

Joindre une copie des certificats.

☞ COMMENTAIRES _____

_____

_____

ORGANISATION GENERALE / ORGANISATION QUALITE

Fournir organigramme.

- Nom et coordonnées du responsable Qualité :

_____

_____

_____

_____

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TECHNIQUE

Les exigences (EI050-19-031) sont elles remplies ?

Domaine souhaité :

Embray ❑	MRP ❑	Mât rotor❑	BTP ❑	Arbre trans. ❑	BTA ❑	MRA ❑	BTI ❑	PALES ❑

Services Spécialisés :		OUI	NON
● CND	Contrôle magnétoscopique	❑	❑
	Ressuage fluorescent	❑	❑

● Autre : (Concernant la révision de l'ensemble mécanique) : _____

☞ COMMENTAIRES _____

INSTALLATIONS	OUI	NON
❑ Infrastructure, atelier et installation satisfont ou sont équivalents aux exigences des normes EC	❑	❑

☞ COMMENTAIRES _____

RESSOURCES GENERALES	OUI	NON
❑ Les exigences générales relatives aux équipements par atelier et par fonction spécialisés, satisfont ou sont équivalentes aux exigences des normes EC	❑	❑

☞ COMMENTAIRES _____

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RESSOURCES SPECIFIQUES	OUI	NON	En cours Date de fin de réalisation
❑ Outils et dispositifs spécifiques			
1 - MRP équipé	❑	❑	❑ _____
2 - Anti-vibreur du MRP	❑	❑	❑ _____
3 - Mât rotor équipé	❑	❑	❑ _____
4 - Accouplement BTP/Moteur	❑	❑	❑ _____
5 - BTP équipée	❑	❑	❑
5.1 - Module engrenage épicycloïdal	❑	❑	❑ _____
5.2 - Module réducteur conique	❑	❑	❑ _____
5.3 - Module filtre à huile	❑	❑	❑ _____
5.4 - Module frein rotor	❑	❑	❑ _____
5.5 - Module pompe à huile	❑	❑	❑ _____
5.6 - Module boîte de conjugaison	❑	❑	❑ _____
6 - Arbre de transmission arrière	❑	❑	❑ _____
6.1 - Arbre section avant	❑	❑	❑ _____
(Moteur/BTP)	❑	❑	❑ _____
6.2 - Arbre section arrière (vers BTA)	❑	❑	❑ _____
6.3 - Ventilateur équipé	❑	❑	❑ _____
7 - Boîte de transmission arrière équipée	❑	❑	❑ _____
7.1 - BTA uniquement	❑	❑	❑ _____
7.2 - Plateau de cde rotor arrière	❑	❑	❑ _____
7.3 - Moyeu rotor arrière équipé	❑	❑	❑ _____
8 - Pales	❑	❑	❑ _____
8.1 - Pales principales	❑	❑	❑ _____
8.2 - Pales arrière	❑	❑	❑ _____

☞ COMMENTAIRES _____

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QUALITE

Les exigences Qualité suivantes sont elles remplies ?

♦ RESPONSABILITE DE LA DIRECTION

	O	N	Commentaires
Politique et objectifs Qualité existants ?			
Revues périodiques de Direction sur la Qualité ?			

♦ SYSTEME QUALITE

	O	N	Référence / Commentaires
Manuel Qualité ?			
Autres manuels (MOE,…)			
Système documentaire (manuel de procédures internes, processus, règles AQ, Fiches de contrôle, Compte rendu de révision / réparation)			

♦ REVUE DE CONTRAT

	O	N	Référence / Commentaires
Procédure de revue de contrat ?			

♦ MAITRISE DES DOCUMENTS ET DONNEES

	O	N	Commentaires
Instructions relatives à l'exploitation des documents EC ?			

Possédez-vous les publications EC suivantes ? :			Dernier N° de révision / Commentaires :
PRE/MSR (Programme Recommandé d'Entretien)pour toutes versions			
MET (Manuel d'Entretien)			
MRR (Manuel de Réparation des Ensembles Mécaniques)			
IPC (Tableau de Composition Illustré)			
SBT et Telex Service			
SIM			
Lettres Service			
MTC (Manuel des Techniques Courantes)			
MTV (Manuel de Révision Technique)			
MRV (Manuel de Révision)			
FREM (Fiche Rév. Ens. Méca)			
LR (Lettre aux réparateurs)			

Publication fournie par : _____

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♦ MAITRISE DES ACHATS

Pièces de rechange :

Pièces de rechange commandées à, et livrées par un concessionnaire agréé par EC ?

O	N	Nom et adresse du (des) concessionnaire(s)

Commentaires :

Les pièces de rechange utilisées en révision sont-elles systématiquement couvertes par un "Certificat de Conformité" / Certificat libératoire autorisé (JAA form 1 ou équivalent) pour les pièces neuves et réparées ?

Sous-traitance :

Sous-traitance d'activités ?

Opérations sous-traitées, principaux sous-traitants, qualification des sous-traitants :

♦ IDENTIFICATION ET TRACABILITE

Existence d'un système d'identification et de traçabilité des pièces, opérations et personnels

O	N	Commentaires

♦ MAITRISE DES PROCESSUS

Utilisation documentation fabricant pour toute opération de maintenance ?
Equipements et outillages validés ?
Maintenance et inspection des moyens?

O	N	Commentaires

♦ INSPECTION ET ESSAIS

Procédure de qualification des personnels attestant la conformité ?

O	N	Commentaires

♦ MOYENS DE MESURE, CONTROLE ET ESSAIS

Identification des moyens ?
Périodicité de vérification ?

O	N	Commentaires

♦ MAITRISE DES PRODUITS NON CONFORMES

Identification des pièces et locaux d'isolement ?
Marquage des pièces rebutées ?

O	N	Commentaires

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♦ ACTIONS CORRECTIVES ET PREVENTIVES

	O	N	Commentaires
Enregistrement des défauts et non conformités / Qualimétrie ?			
Système de suivi des actions correctives ?			

♦ MANUTENTION, STOCKAGE, PRESERVATION, LIVRAISON

	O	N	Commentaires
Conformité aux exigences EUROCOPTER en matière de locaux, procédures de maintien à niveau des stocks?			

♦ ENREGISTREMENTS RELATIFS A LA QUALITE

	O	N	Commentaires
Locaux d'archive adaptés (protection incendie,…)?			
Durée d'archivage ? (combien)			

♦ AUDITS INTERNES

	O	N	Joindre exemple / Commentaires
Programme d'audits internes? *Système de suivi d'actions correctives?*			

♦ FORMATION ET QUALIFICATION DES PERSONNELS

	O	N	Qualification par : / date
CND - Contrôle magnétoscopique			
CND - Ressuage fluorescent			
Traitement de surface (procédé DALIC)			
Traitement de surface (autre)			
Formation pratique sur les opérations de révision			
Formation aux procédures et méthodes AQ			

☞ COMMENTAIRES _____

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ETUDE DE MARCHE - SITUATION/POTENTIEL DE LA FLOTTE

❑ Etabli par : Date :

❑ Etude de marché pour : Révision ensemble mécanique ❑ Réparation pales ❑ Réparation structure ❑

❑ Secteur de vente:

❑ Client : Militaire ❑ Parapublic-Police ❑ Transport public offshore ❑ Service Public ❑ Corporate/VIP ❑ EMS ❑ Autres ❑

Clients potentiels par secteur de marché

Militaire: _____
Parapublic-Police: _____
Transport Public Offshore: _____
Service Public: _____
Corporate/VIP: _____
Evacuation Médicale (EMS): _____
Autres _____

Liste des clients potentiels

❑ Flotte potentielle :

	QTE	Heures totales de vol année		
	Type A/C	Type A/C		
		N-2	N-1	N
Militaire				
Parapublic Police				
Transport Public Offshore				
Sevice Public				
Corps VIP				
SME				

❑ Activité relevée sur les 3 dernières années et activité prévisionnelle pour les 3 suivantes :

	Type A/C					
	N-2	N-1	N	N+1	N+2	N+3
. Heures (Main-d'oeuvre)						
. Chiffre d'affaires (Préciser FF, € ou US $)						

❑ Concurrents dans le secteur de vente pour l'activité :

	Qté sur le secteur	Part de marché estimée	A l'extérieur du secteur	Part de marché estimée
. Direct (agréés EC)				
. Indirect (non agréés EC)				

Liste des concurrents

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RELEVE D'ACTIVITE - PREVISION D'ACTIVITE

❑ Etabli par : Date :

❑ Secteur : Devise :

❑ Relevé d'activité sur les 3 dernières années (Révision (REV) et réparation (REP) ens. dynamiques) Francs Français (FF) ❑

Dollar US ($) ❑

Euro (€) ❑

Ancienne gamme		MRP		Embray		Mât Rotor		BTP		BTI		BTA		Moyeu Rotor AR		Arbre de Trans.		PALES	
																		PRIN	ARR
		REV	REP	REV	REP	REV	REP	REV	REP	REV	REP	REV	REP	REV	REP	REV	REP	REP	REP
Type A/C	N-2																		
	N-1																		
	N																		
Consommation totale rechanges																			
❑ Prévision d'activité (pour les 3 années suivantes ⇨ Volume prévisionnel d'opérations)																			
Type A/C	N+1																		
	N+2																		
	N+3																		
Consommation prévisionnelle rechanges																			

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Suite

❑ Etabli par : Date :

❑ Secteur : Devise :

❑ Relevé d'activité sur les 3 dernières années (Révision (REV) et réparation (REP) ens. dynamiques)

Francs Français (FF) ❑
Dollar US ($) ❑
Euro (€) ❑

Gamme actuelle		MRP		Anti-Vibreur		Mât rotor		ENS. BTP								BTA						Arbre de transmission				PALES	
								Epicycl.		Module principal		Pompe à huile		Boîte de conjug.		BTA		Cde de pas		Moyeu rotor AR		BTP Moteur (1)		Section arrière		PRIN	ARR
		REV	REP	REV	REP	REV	REP	REV	REP	REV	REP	REV	REP	REV	REP	REV	REP	REV	REP	REV	REP	REV	REP	REV	REP	REP	REP
Type A/C	N-2																										
	N-1																										
	N																										
Consommation totale rechanges																											
❑ Prévision d'activité (pour les 3 années suivantes Volume prévisionnel d'opérations)																											
Type A/C	N+1																										
	N+2																										
	N+3																										
Consommation prévisionnelle rechanges																											

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TECHNICAL ABILITY / QUALITY CONTROL EVALUATION

FIRM : .....

ADDRESS : .....

.....

.....

CERTIFICATES / APPROVALS DETAINED BY THE CENTER APPLYING FOR QUALIFICATION

Certificate Title	Delivered by :	Certificate N°	Effectivity	Field of activity

Join a copy of the certificates.

☞ COMMENTS_____

_____

_____

GENERAL ORGANIZATION / QUALITY CONTROL ORGANIZATION

Join an organization chart.

- Name, address and phone number of the Quality Control manager :

_____

_____

_____

_____

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TECHNICAL ABILITY

Are the requirements (EI050-19-031) met ?

Desired field of activity :

Clutch ❑	MRH ❑	MR shaft❑	MGB❑	Drive shaft ❑	TGB ❑	TRH ❑	IGB ❑	BLADES❑

Specialized Units :

		YES	NO
● NDI*	Magnetic crack detection	❑	❑
	Dye penetrant inspection	❑	❑

● Other : (Concerning the overhaul of the transmission component) : _____

* : Non Destructive Inspection

☞ COMMENTS_____

FACILITIES

	YES	NO
❑ The infrastructure, workshop and installations meet the requirements of EC standards or are equivalent to them.	❑	❑

☞ COMMENTS_____

GENERAL RESOURCES

	YES	NO
❑ The general requirements relating to the equipment items per specialized workshop and function meet EUROCOPTER 's requirements or are equivalent to them.	❑	❑

☞ COMMENTS_____

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SPECIFIC RESOURCES	YES	NO	In progress Completition date
❑ Specific tools and devices			
1 - MRH assy	❑	❑	❑ _____
2 - MRH shock-absorber	❑	❑	❑ _____
3 - Main Rotor Shaft assy	❑	❑	❑ _____
4 - MGB- Engine coupling	❑	❑	❑ _____
5 - MGB complete assy	❑	❑	❑
5.1 - Epicyclic gear module	❑	❑	❑ _____
5.2 - Bevel reduction gear module	❑	❑	❑ _____
5.3 - Oil filter module	❑	❑	❑ _____
5.4 - Rotor brake module	❑	❑	❑ _____
5.5 - Oil pump module	❑	❑	❑ _____
5.6 - Combined gearbox module	❑	❑	❑ _____
6 - Tail rotor transmission	❑	❑	❑ _____
6.1 - Forward shaft section	❑	❑	❑ _____
(engine/MGB)	❑	❑	❑ _____
6.2 - Rear shaft section	❑	❑	❑ _____
(To TGB)			
6.3 - Fan assy	❑	❑	❑ _____
7 - Tail gearbox assy	❑	❑	❑ _____
7.1 - TGB, unequipped	❑	❑	❑ _____
7.2 - Pitch change spiders	❑	❑	❑ _____
7.3 - TRH assy	❑	❑	❑ _____
8 - Blades	❑	❑	❑ _____
8.1 - Main rotor blades	❑	❑	❑ _____
8.2 - Tail rotor blades	❑	❑	❑ _____

☞ COMMENTS_____

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QUALITY CONTROL

Are the following Quality Control requirements met ?

♦ MANAGERS' RESPONSIBILITY

	Y	N	Comments
Any existing Quality policy and goals ?			
Any periodic Management Quality reviews ?			

♦ QUALITY CONTROL SYSTEM

	Y	N	Reference / Comments
Quality manual ?			
Other manuals (MOE,…)			
Documentation System (manual of internal procedures, processes, QA rules, Inspection Sheets, Overhaul / Repair reports) ?			

♦ CONTRACT REVIEW

	Y	N	Reference / Comments
Any contract review procedure?			

♦ MASTERY OF DOCUMENTS AND DATA

	Y	N	Comments
Any instructions relating to the use of EC documents ?			

Do you own the following E C publications ? :			Latest revision N° / Comments :
PRE/MSR (Master Servicing Recommendations) for all versions			
MET (Maintenance Manual)			
MRR (Repair Manual for transmission components)			
IPC (Illustrated Parts Catalog)			
Service Bulletins and Service Telexes			
SIM			
Service Letters			
MTC (Standard Practices Manual)			
MTV (Overhaul Manual, techniques)			
MRV (Overhaul Manual)			
FREM (OVH sheets for transm. comp.)			
LR (Letter to repair shops)			

Publication supplied by : _____

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♦ MASTERY OF PROCUREMENT

Spares :	Y	N	Name and address of distributor(s)
Any spares ordered from and delivered by an EC approved distributor?			
			Comments :
Is a certificate of conformity / authorized release certificate (JAA form 1 or equivalent) systematically delivered to cover the spares used for overhaul (new and repaired parts) ?			

Subcontracting :			Subcontracted operations, main subcontractors, qualification of subcontractors:
Are any activities subcontracted ?			

♦ IDENTIFICATION AND TRACEABILITY

	Y	N	Comments
Is there any system for identifying and tracing the parts, operations and personnel ?			

♦ MASTERY OF PROCESSES

	Y	N	Comments
Is the manufacturer's documentation used for all maintenance operations ?			
Are the tools and equipment validated ?			
Is there any maintenance and inspection of facilities ?			

♦ INSPECTION AND TESTS

	Y	N	Comments
Is there any qualification procedure for the conformity certifying staff ?			

♦ MEASURING, INSPECTION AND TEST FACILITIES

	Y	N	Comments
Are the facilities identified ?			
Are there checking intervals ?			

♦ MASTERY OF NON-CONFORMABLE PRODUCTS

	Y	N	Comments
Are the isolation rooms identified ?			
Are the rejected parts marked ?			

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♦ CORRECTIVE AND PREVENTIVE ACTIONS

	Y	N	Comments
Are the fault and non-conformity cases recorded ? Any quality assessment ?			
Are the corrective actions followed up?			

♦ HANDLING, STORAGE, PRESERVATION, DELIVERY

	Y	N	Comments
Are EUROCOPTER's requirements met as regards the warehouses and the stock keeping procedures ?			

♦ QUALITY RELATED RECORDS

	Y	N	Comments
Are the archives rooms properly adapted (fire protection,…)?			
Storage time ? (How long)			

♦ INTERNAL AUDITS

	Y	N	Join example / Comments
Is there an internal audit program ? Are the corrective actions followed up ?			

♦ TRAINING AND QUALIFICATION OF PERSONNEL

	Y	N	Qualified by : / date
NDI – Magnetic crack detection			
NDI – Dye-penetrant inspection			
Protective treatment (DALIC process)			
Protective treatment (other)			
Practical training for overhaul operations			
Training for QA procedures and methods			

☞ COMMENTS

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MARKET STUDY - SITUATION/POTENTIAL OF THE FLEET

Drawn up by : Date :

❑ Market study for : Overhaul of transmission components ❑ Blades repair ❑ Structure repair ❑

❑ Sales area :

❑ Customer : Military ❑ Parapublic-Police ❑ Offshore public transport ❑ Utilities ❑ Corporate/VIP ❑ MSE ❑ Other ❑

Potential customers per market area

Military : _____
Parapublic-Police: _____
Offshore Public Transport: _____
Utilities : _____
Corporate/VIP: _____
Medical Evacuation (MSE): _____
Other _____

List of potential customers

❑ Potential fleet status:

	Qty	Total number of flight hours per year		
	A/C type	A/C type		
		N-2	N-1	N
Military				
Parapublic Police				
Offshore Public Transport				
Utilities				
Corporate / VIP				
MSE				

❑ Activity recorded over the last 3 years and activity expected for the next 3 years :

. Hours (manpower)
. Turnover (specify FF, Euro or US $)

A/C type					
N-2	N-1	N	N+1	N+2	N+3

❑ Competitors in the sales area, for the activity :

. Direct (EC approved)
. Indirect (non EC approved)

Qty in the area	Estimated market share	Outside the area	Estimated market share

List of competitors

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BUSINESS REPORTING – BUSINESS PLAN SHEET

Drawn up by : Date :

❑ Area:

❑ Business reporting over the last 3 years (overhaul (OVH) and repair (REP)of dynamic comp.)

Currency used :

French Franc (FF) ❑

US Dollar ($) ❑

Euro ❑

Helicopter type (Former range)		MRH		Clutch		Rotor shaft		MGB		IGB		TGB		TRH		TR drive shaft		BLADES	
																		MR	TR
		OVH	REP	OVH	REP	OVH	REP	OVH	REP	OVH	REP	OVH	REP	OVH	REP	OVH	REP	REP	REP
A/C type	N-2																		
	N-1																		
	N																		
Spare parts total consumption																			
❑ Business plan (for the next 3 years Expected volume of operations)																			
A/C type	N+1																		
	N+2																		
	N+3																		
Expected spare parts consumption																			

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Cont'd

❑ Drawn up by : Date :

❑ Area : Please specify currency used:

❑ Business reporting over the last 3 years (overhaul (OVH) and repair (REP) of dynamic comp.)

French Franc (FF) ❑
US Dollar ($) ❑
Euro ❑

Present range helicopter type		MRH		Anti-Vibrator		Rotor shaft		MGB assy								TGB						TR drive shaft				BLADES	
								Epicycl. gear		Main module		Oil Pump		Combiner gearbox		TGB		Pitch change control		TRH		MGB-to-engine (1)		Rear section		MR	TR
		OVH	REP	OVH	REP	OVH	REP	OVH	REP	OVH	REP	OVH	REP	OVH	REP	OVH	REP	OVH	REP	OVH	REP	OVH	REP	OVH	REP	REP	REP
A/C type	N-2																										
	N-1																										
	N																										
Spare parts total consumption																											
❑ Business plan (for the next 3 years Expected volume of operations)																											
A/C type	N+1																										
	N+2																										
	N+3																										
Expected spare parts consumption																											

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